



EEOICPA BULLETIN No. 2004.03
Office of Worker Advocacy Procedure Manual
Energy Employees Occupational Illness Compensation Program Act

Effective Date: March 2, 2004

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Subject: Mail and File Request Protocol

Applicable OWA Procedure: Part 5, Case Management

This Bulletin will remain in effect until incorporated into the OWA Procedure Manual.

Description of Change:

This Bulletin describes the procedure the CMT will use to obtain files or mail.

Reasons for Change:

No previous instructions have existed for the procedure to obtain files or mail by the CMT. This change Bulletin describes the role of the CMT in obtaining files or mail.

Definitions:

CMT: Case Management Technician

Action:

To Part 5, Case Management, add the following as new section 7:

7. Mail and File Request Protocol. When requesting files or mail, the Case Management Technician (CMT) will first check to see if the CM has the hardcopy file in his/her possession.
 - If the hard copy file is in the File Operations section, the CMT will request the file per the paper process. When the hardcopy file is requested, all supplemental mail will be added to this file. When the CMT receives the file, he/she will provide it to the CM.
 - If the CM has the file, the CMT will request all supplemental mail, and upon receipt, provide it to the CM.

Note: CMs and CMAs should channel all requests for mail and hardcopy files through the CMT assigned to them.